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Alfred Nzo Development Agency SOC. Ltd
Reg. No. 2008/005087/30



TERMS OF REFERENCE FOR PROVISION OF PROPOSALS FOR CELLPHONE CONTRACT OF ALFRED NZO DEVELOPMENT AGENCY OFFICIALS FOR A PERIOD OF TWO YEARS

Issued and Prepared by:
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PROJECT NAME

PROPOSALS FOR CELLPHONE CONTRACT OF ALFRED NZO DEVELOPMENT AGENCY OFFICIALS FOR A PERIOD OF TWO YEARS

1. INTRODUCTION

The ANDA would like to invite qualified and experienced Service Provider for the supply of cell phones and Data cards in a more effective and economical way to ANDA and not limited to the specification below.

2. PURPOSE

The purpose of this solution is to provide an effective communication tool to ANDA officials as per ANDA approved cell phone policy in enabling them to make and receive business calls in enhancing service delivery. The service providers are required to submit a proposal that will include both cell phones and the Data cards/Wi-fi Routers.

3. BACKGROUND

The Alfred Nzo Development Agency (ANDA) is a municipal entity of Alfred Nzo District Municipality established in terms of the Municipal Systems Act (MSA) No. 32 of 2000 and regulated in terms of the Municipal Finance Management Act (MFMA) 56 of 2003. ANDA is registered in terms of the Companies Act No 71 of 2008.

ANDA is governed by a plethora of legislation and regulations that intends to support and strengthen its role in transforming society and the developmental state. The Agency is established as a special purpose vehicle for the objective of driving and facilitating economic development and investment throughout the Alfred Nzo District.

The principal mandate of the agency is to act as the operational arm of the Municipality for the purposes of implementing economic, social and environmental policies and projects within the area of jurisdiction of the Municipality or such areas as the Municipal Entity may specify from time to time. It acts to promote development of economic potential on a regional basis by building on opportunities, which recognise the unique competitive strengths of the region's economy.

The Alfred Nzo Development Agency has one site which is the main office in Mt Ayliff. There is an existing contract but the contract expired so we want the service provider to propose the new contract that will replace the current contract.

4. SCOPE OF WORK

- The contract for the cell phones will be over a period of **24 months (two years) at 0% escalation (renewable)**;
- All cell phone charges including subscription per month need to be specified in your monthly statements;



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- The split billing option should be included in your total package to avoid extra costs / exceeded call limits;
- Service Providers must detail all their packages on the proposal.
- The ANDA cell phone policy will be implemented on selection of packages.
- Supply a flexible product that will ensure that ANDA does not exceed the allocated voice cell phone package and data bundles allowance at the same time enabling the individuals to top up at their own expense once the allocated voice cell phone package and data bundles allowance has been depleted.
- Capped data cards with no calls or sms's allowed
- Allocated voice cell phone package and data bundles allowance that are not used must be able to be carried over to the next month.
- Service provider must demonstrate insurance contracts for the devices with terms and conditions.
- Detailed turnaround time in terms of repairing handsets
- Allow for porting of numbers (Retaining of the existing mobile cell phone numbers)
- All other options that may grant solutions to communication.
- The ANDA will require itemised billing for each line under the contract in order to be able to audit lines when the need arises.
- A monthly summary of all invoices and itemized billing per user to be provided to ANDA.
- The ANDA require the Service Provider to detail their network availability across the ANDA areas and across South Africa.
- The ANDA requires the Service Provider to have the capability of providing face to face or on-site support to attend and resolve complex faults when required.
- The Service Provider is required to specify in detail its face to face customer or onsite support strategy. Support, Monitoring and Reporting.
- A detailed company profile with key personnel (including but not limited to shareholders, management, registered offices or physical address of premises where business is conducted (including nearing branches for accessibility), key personnel positions and responsibilities should be clearly defined.
- The bidder must state if they will put "fair usage policy" on any of the packages being offered.
- The bidder must attach their fair usage policy.
- Provide APN (Access Point Names) for specific users and data lines including setup for business continuity and easy access to the Agency systems when outside ANDA network.
- Provide BULK SMS solution for the Agency to enhance communication.
- Roaming calls to all lines.
- Allow conference calls minimum 3 calls.
- A detailed work-plan indicating how the bidder will deliver on the outputs as stated in the terms of reference.
- Clear outline on upgrade of phones during the duration of the contract.
- Attachment of catalogues with features of the handsets in all packages/call charges/off peak and peak rates/SMS charges/voicemail charges etc.
- Stipulate clearly the warranty period and insurance indemnity

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5. KEY DELIVERABLES

- Signing of a contract with the ANDA;
- Cell phone handset
- Cell phone charger
- Provide spare SIM cards
- Earphones
- And all the other cell phone accessories
- Data cards
- Tablets, Ipads and similar smart devices
- Capped data cards
- Wi-Fi routers
- Insurance
- APN (Access Point Names)
- Minutes & Data
- BULK sms's

6. KEY COMPETENCIES

- Sound track record on provision of the cell phone service;
- Ability to repair and provide loan phones when handsets are having a technical problem;
- A dedicated person/caller line to report technical problems with the handsets.
- Compulsory: The service provider must provide its own ICASA License.

7. PROJECT MANAGEMENT

The service provider will work very close with the Alfred Nzo Development Agency.

8. TIMEFRAME

- The Service Provider to provide timeframes for the supply of handsets immediately after the award;
- Provide a proper work plan on turnaround time when problems are encountered with the handsets.
- The Service Provider should also provide us with information around office location with return trip not exceeding 500KM.

9. PROJECT BUDGET

Service providers must present a proposal driven by cost saving methods and prices which are commensurate to the specified scope of work.

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10. CRITERIA FOR EVALUATION OF PROPOSALS

● FUNCTIONALITY REQUIREMENTS

Technical or Functionality Suitability

A Bidder's Technical or Functional Response should meet a minimum of 70 out of 100 points to proceed to the Price Evaluation.

The following mandatory compliance requirement must be met:

- 1) The bids shall be evaluated in two stages. Stage 1 shall deal with functionality only. Stage 2 will be evaluation for price and B-BBEE.

Bidders should take note of the above technical (quality) evaluation criteria.

All the necessary documentation must be submitted for the Evaluation Panel to make an informed evaluation. Evaluation of the Technical (Quality) Requirements will be based on the information provided by the bidder.

[i] Experience - The experience annexure must be completed. Only list projects of a similar nature undertaken focusing on managed services and their value.

[ii] Expertise – The qualifications and capacity of the company/team to undertake the work must be provided for evaluation purposes.

CRITERIA	WEIGHTING
Previous Experience	50
Capacity and Expertise	50
GRAND TOTAL	100

● POINT SCORING

FUNCTIONAL ASSESSMENT – POINTS SCORING	
Functional Category & Description	Points Allocation
Previous Experience	Total = 50
3x Successfully completed project.	50
2x Successfully completed project.	30
1x Successfully completed project.	10
In order to claim points, the bidder should attach Reference letter signed off by Client for each successful completed project. NB: Letters to have been issued within the last Five Years	
Capacity and Expertise	Total = 50
Project team comprising of at least two skilled officials to successfully complete the project.	



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Account Manager – 4 points for each year as an Account Manager up to a maximum of 5 years' experience.	20
Customer Care/Support- 2 points for each year in a Customer Care / Support role up to a maximum of 5 years' experience.	10
In order to claim points the bidder should attach a detailed CV's, ID copy and certificates with certified original stamp.	
Valid ICASA License (Electronic Communications Services)	20

The ANDA reserves the right to verify the information supplied or to ask for additional information in order to satisfy itself about the documents of the bidder.

For any queries regarding this tender, please contact Ms Sinazo Jijana-HR Practitioner at telephone number **0728466566 / 0394920011** or Email: ijjanas@anda.org.za OR Ms Motheba Makhatha-Procurement Practitioner at **0738461493 / 0394920011** or Email: makhatham@anda.org.za.

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MR N.R XOLO

ACTING CHIEF EXECUTIVE OFFICER